

Date: December 13, 2022; Effective December 19, 2022

To: Local Health Directors

From: Zack Moore, MD, MPH, State Epidemiologist

Re: Guidance for Case Outreach

As we manage the ongoing COVID-19 case surges and decreases, we are continuing to make the public health response more sustainable and aligned with the current state of the disease. Technological tools reach the majority of case patients with an offer of outreach, and prevention and treatment are more available than at the beginning of the pandemic thanks to vaccine and improved treatment options. Therefore, we are issuing revised recommendations for case outreach to focus on where we can have the biggest impact currently: treatment and linkage to resources.

Case Investigation and Contact Tracing are no longer routinely recommended; phone calls for case interviews are no longer recommended.

Current recommendations focus on outreach for treatment and resources:

- Informational phone calls to provide isolation information and link to treatment and resource info recommended for certain groups as outlined below.
- Automatic outreach will continue to all case patients in NC COVID by text and email; the messages include information about isolation, self-contact notification, and linkage to vaccination, treatment, and resources.
- All cases in NC COVID should still be reviewed and reported to NC DPH; interview information is not required.
- Outbreaks and clusters reported to LHDs should continue to be reported to NC DPH per the NC DPH [Guidance on Reporting COVID-19 Outbreaks and Clusters](#).

Priority	Population	Time from specimen collection to case review	Action
1	Case patients aged 65 years or older	Up to 5 days ('last in, first out')	Informational phone call to provide isolation information and links to treatment and resource info; no case investigation interview nor contact tracing
2	Case patients whose CCTO record indicates their text was not delivered		
3	Case patients in populations most likely to have resource needs; populations defined as those living in census tracts with an SVI of 0.9 or above		

For more information about digital case outreach through CCTO see the job aids linked below:

- [Samples of Digital Outreach](#)
- [Digital Exposure Notification for Cases](#)
- [Understanding the Case Portal](#)